

Included on this page is information regarding how constituents may file a complaint against their utility company.

Also included on this page is information regarding the various assistance programs available to constituents.

Filing a Complaint

- **Pennsylvania Public Utility Commission** Public Utility Commission (PUC) is a state agency that regulates the utility industry in Pennsylvania. http://www.puc.pa.gov/consumer/complaint_form.aspx
- **Pennsylvania Office of Consumer Advocate** Office of Consumer Advocate was established by the Governor of Pennsylvania to help consumers resolve disputes with utility companies. <http://www.paoca.org/>
- **Pennsylvania Office of Consumer Advocate**
555 Walnut Street
5th Floor Forum Place
Harrisburg, PA 17101-1923
Phone: 717-783-5048 or toll free 800-684-6560 (PA only)
Fax: 717-783-7152
Email: consumer@paoca.org

PECO Assistance Programs

- **CAP Rate** is a discounted residential tariff rate for low-income customers within the PECO service area.
- **Low Income Home Energy Assistance Program (LIHEAP)**
LIHEAP is a Federal program that provides assistance to individuals who are having trouble paying their utility bills.
- **PECO** customers should call 1-800-34-HELP-4 (1-800-344-3574) to apply.
- **Matching Energy Assistance Fund (MEAF)** assistance program that enables PECO Energy to assist low-income customers with their energy bills.
- If you would like to contribute to PECO's MEAF program, please Click here for the pledge form. [Click here for the pledge form.](#)
- **Low Income Usage Reduction Program (LIURP)**
PECO's Residential Low Income Usage Reduction Program (LIURP) can help you lower the amount of money you spend on your energy bills.
- **Customer Assistance and Referral Evaluation Services (CARES)** to assist customers who have difficulty understanding their utility bills.

AQUA Assistance Programs

- **Helping Hand** is Aqua Pennsylvania, Inc.'s low-income assistance program. The program provides financial assistance to low-income customers who are having difficulty paying their utility bills.

- Aqua uses the following requirements to determine if you're eligible:
 - Household income is less than 200 percent of the federal poverty level
 - Account is more than 30 days past due, and
 - Customer has at least \$110 in unpaid water bills.
-
- If you think you might be eligible for Helping Hand, call 1-800.360.2998 or call the closest agency I

- **Chester County**

Cares Food Network
540 East Union Street Suite K
West Chester, PA 19382
610.436.4040

Delaware County

Community Action Agency of Delaware County
511-13 Welsh Street
Chester, PA19013
610.874.8451

896 Main Street
Darby, PA19023
610.583.9133 (Wednesdays only)

Montgomery County

Community Action Development Commission
113 East Main Street
Norristown, PA 19401
610.277.6363